

<b>Title</b>	<b>Coordinate and maintain the operation of a produce department in a grocery outlet</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>15</b>

<b>Purpose</b>	<p>This unit standard is for people who are working as produce assistants or supervisors in a grocery outlet.</p> <p>People credited with this unit standard are able to: demonstrate knowledge of merchandising for a produce department; demonstrate knowledge of items sold in the produce department; coordinate the operation of a produce department; and maintain the operation of a produce department, in a grocery outlet.</p>
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<b>Classification</b>	Retail, Distribution, and Sales > Retail and Distribution Core Skills
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<b>Available grade</b>	Achieved
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## Guidance Information

- Definitions**

*Coordinate and maintain the operation of a produce department* – relates to the front of house functions carried out in a grocery outlet which includes displaying and maintaining the stock, overseeing the produce department staff, maintaining the work area and interfacing with the customers.

*Organisational procedures* – instructions to staff on policies and procedures which are formally documented, or generally accepted within the workplace.
- Candidates undertaking assessment against this unit standard are expected to comply with the – Consumer Guarantees Act 1993, Fair Trading Act 1986, Food Act 2014, Health and Safety at Work Act 2015, Weights and Measures Act 1987.
- Evidence for the practical components of this unit standard must either be gathered in the workplace or in a realistic environment where the candidate has to produce product or similar for customers who have the same expectations for quality and timeliness as a paying customer.

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## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of merchandising for a produce department in a grocery outlet.

**Performance criteria**

- 1.1 The key components for merchandising produce items are identified and described in terms of their impact on product display.
- Range key components include but are not limited to – colour, look, shelf-life, organisational directives.
- 1.2 Methods of display for produce items are identified and described in terms of their effect on the merchandising process.
- Range methods include but are not limited to – fresh, pre-packed, display cases, shelves, crates, layout, cross merchandising.
- 1.3 The importance of loss prevention procedures is explained in terms of the impact on the merchandising process.
- 1.4 The importance of operational and maintenance procedures for the management of a produce department is explained in terms of the impact on the merchandising process.
- Range operational and maintenance procedures include but are not limited to – handling produce items, maintaining the promotional area, timing stock replenishment, safe equipment use, maintaining cleaning procedures.

**Outcome 2**

Demonstrate knowledge of items sold in the produce department in a grocery outlet.

**Performance criteria**

- 2.1 Types of items sold in the produce department are identified in terms of seasonality, source, and availability.
- Range evidence of five different types of produce items sold in the candidate's workplace is required.
- 2.2 Alternative and/or replacement products for seasonally unavailable produce items are identified in terms of their compatibility with the unavailable produce item.
- Range evidence of five alternative or replacement items sold in the candidate's workplace is required.

**Outcome 3**

Coordinate the operation of a produce department in a grocery outlet.

**Performance criteria**

- 3.1 Staff levels and presentation are monitored to ensure operational efficiency and brand performance are maintained in accordance with organisational procedures.
- 3.2 Produce replenishment times are coordinated to ensure a minimum disruption to the customer purchasing experience in accordance with organisational procedures.
- 3.3 Beginning and end of day procedures are monitored to ensure produce stock is displayed and packed away to coordinate with business opening and closing hours in accordance with organisational procedures.
- 3.4 Ticketing of produce items is monitored to ensure correct prices are displayed and updated where required in accordance with organisational procedures.
- 3.5 Produce display area is monitored to ensure the appearance is clean and tidy and cleaning procedures are followed in accordance with organisational procedures.
- 3.6 Any customer enquiries and/or complaints are actioned promptly in accordance with organisational procedures.

**Outcome 4**

Maintain the operation of a produce department in a grocery outlet.

**Performance criteria**

- 4.1 Presentation and layout of the produce is maintained to ensure maximum merchandising appeal to the customer in accordance with organisational procedures.
- 4.2 Stocks of information pamphlets, bags, self-service items and pricing tickets are maintained in accordance with organisational procedures.
- 4.3 Bins and service area are maintained to ensure the area is kept clean and tidy in accordance with organisational procedures.
- 4.4 Produce quality is checked, stock is rotated, where required, and any contaminated produce is removed in accordance with organisational procedures.
- 4.5 Produce returns and/or recall are actioned, where required, in accordance with organisational procedures.
- 4.6 Any off-location displays are maintained in accordance with organisational procedures.

<b>Replacement information</b>	This unit standard replaced unit standard 15959, unit standard 21205, and unit standard 21206.
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<b>Planned review date</b>	31 December 2021
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	24 October 2014	31 December 2017
Rollover and Revision	2	20 August 2015	31 December 2021
Rollover and Revision	3	29 March 2018	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0225
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

#### Comments on this unit standard

Please contact ServicelQ [qualifications@ServicelQ.org.nz](mailto:qualifications@ServicelQ.org.nz) if you wish to suggest changes to the content of this unit standard.